

Office of Vocational Rehabilitation

2012-2015 Strategic Plan with Action Plans

Philosophy

We recognize and respect the contribution of all individuals as a necessary and vital part of a productive society.

Mission

To assist Kentuckians with disabilities to achieve suitable employment and independence.

Values

We value the rights, merit and dignity of all persons with disabilities and the opportunity to pursue employment as an important aspect of a full and meaningful life.

We value all staff, their individual talents, unique abilities and contributions to the agency's mission.

We value collaborative efforts and partnerships which support the agency's mission.

Goal 1: To expand and enhance VR employment-related services for individuals with the most significant and significant disabilities consistent with individual capacities, abilities and informed choice.

Objective1A: Increase staff education and participation in OVR job placement activities.

Measure(s): 10% annual increase in utilization of internal OVR job placement staff. Increase in identification of job placement as a staff-provided service at closure.

ELT Sponsor: Jason Jones

Strategy/Task	Staff	Estimated Time Frame	Progress
1A1: Support training for all counselors and job placement staff which emphasizes the role of the VR counselor in job placement and should be an equal partner in the job placement process. Ensure all staff has access to training on a regular basis.	Susie Edwards Julie Wade Dave Matheis	2014	Implemented Bill Santos training. March 2014- 6.5 hours of follow up training provided to 33 JPS staff Craig Smith gave a presentation at last Job Placement training about how he's implementing the Bill Santos training
1A2: Emphasize responsibility of all field staff to assist in job placement through annual training to all OVR staff.	Jason Jones Dave Matheis Julie Wade Jane Smith	2013	Annual training for job placement staff to be disseminated to field staff by participants. Summer/Fall 2014- Julie Wade travels to district offices to train all staff on Talent Acquisition

			Portal May 2015 Statewide Conference
1A3: Conduct annual Job Placement Month activities supporting Disability Employment Awareness. Explore funding of Job Placement month activities.	Dave Matheis Barb Pugh Julie Wade DPS Director Teresa Brandenburg	October 2015	Yearly in October- activities conducted in each district and Central Office (2015-job fair, team building, ADA celebration, Disability Awareness, etc.)
1A4: Clarify expectations of District Job Placement Specialists	Holly Hendricks Julie Wade Dave Matheis	2014	2012- JPS position description analyzed. Recommendations to include employer contacts expectation in position description made to Branch Managers. Decisions on expectations are made by district on an individual basis
1A5: Explore the use of temporary staff or expansion of assistant duties to include Job Placement	Jane Smith Susie Edwards Buddy Hoskinson Dave Matheis	2014	Temporary JPS to be hired for SGA project. 3 job placement specialists hired-April 2015

Objective 1B: Increase capacity, utilization and quality of CDPVTC services.

Measure(s): Two additional rehabilitation training programs are developed; one staff training is conducted annually; 5% annual increase in utilization rate of CDPVTC services.

ELT Sponsor: [Tim Barber](#)

Strategy/Task	Staff	Estimated Time Frame	Progress
1B1: Explore and implement, as feasible, new, in-demand training programs at the CDPVTC.	Barb Pugh	2013	2014- Cashier training program implemented
1B2: Align CDPVTC training programs with KWIB sector strategies and talent pipeline initiatives.	Barb Pugh	2015	Currently exploring the feasibility of medical training programs as indicated in sector strategies
1B3: Explore program and facility accreditation.	Matt King Tim Barber Joann Barber	2013	Attended COE candidate institute.
1B4: Explore the feasibility of CDPVTC developing job placement and supported employment services.	Teresa Brandenburg Julie Wade	2014	Job Placement Services implemented 6/2014
1B5: Development of an outcomes measurement system to provide quality data and return on investment information	Tim Barber Barb Pugh	2015	Received an ROI grant and the project is in progress

Objective1C: Increase utilization of Supported Employment Services.

Measures: 5% annual increase in Supported Employment outcomes.

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
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1C1: Develop and implement a Supported Employment training for counselors and managers regarding Supported Employment, including the concepts of Customized Employment and the Dartmouth approach to serving individuals with mental illness.	Teresa Brandenburg Susie Edwards TACE	2013	2014-Customized employment pilot under development for implementation in FY 2015
1C2: Recruit Supported Employment providers by holding outreach opportunities to potential providers, especially Supports for Community Providers, targeting unserved/underserved areas.	Teresa Brandenburg Jane Smith	Ongoing 2013-2015	2014- implement establishment projects
1C3: Seek alternative methods for providing and funding long term support.	Teresa Brandenburg Mindy Yates Buddy Hoskinson Jane Smith	Ongoing	June 2012-MOA with BHDID signed
1C4: Review Supported Employment fees to determine appropriateness.	Teresa Brandenburg Pat Selch	2013	Completed, under review
1C5: Conduct regional/national study to identify various Supported Employment payment structures.	Program Planning & Development	2015	Completed through employment learning community (BHDID)
1C6: Explore joint training activities with CRPs on Supported Employment	Teresa Brandenburg Program Planning & Development	2013	July 2013- CWICs from CRPs attended OVR-sponsored CWIC refresher training

initiatives on statewide, regional and local levels.			
1C7: Update CRP manual on expectation for CRP vendors in terms of content and other quality indicators for assessment and evaluation reports, competitive outcomes, etc., to include customer outcomes and satisfaction.	Teresa Brandenburg Program Planning & Development	2013	CRP Scorecards developed
1C8: Continue annual monitoring of CRP quality and fiscal compliance.	SE Branch Linda Grubbs	Ongoing	Ongoing
1C9: Survey counselors and consumers annually about services and provide feedback to CRPs.	Program Planning & Development	Ongoing	2014- A question regarding this activity added to the annual consumer satisfaction survey.
1C10: Review establishment grants and determine feasibility of continuing and expanding.	Teresa Brandenburg Jane Smith	2013	Ongoing
1C11: Develop CRP report card to assist consumers in choosing CRP providers.	Kellie Scott Teresa Brandenburg	2014	Completed in 2013

Objective 1D: Increase services to persons receiving Social Security benefits.

Measure: *5% annual increase positive employment outcomes of Social Security recipients; increase in access to information regarding SSA work incentive programs.*

ELT Sponsor: Mindy Yates

Strategy/Task	Staff	Estimated Time Frame	Progress
1D1: Update the informational flyer with websites and publications to share with vendors, consumers, etc.	Donna Osburn Jason Jones Laurel Rice	2013	<u>No specific flyer but need one to meet WIOA requirements</u>
1D2: Train job placement and other identified agency staff on Partnership Plus and Ticket To Work.	Donna Osburn Julie Wade	2013	All new staff are provided a training session at SET training. Exploring adding this session to the August 2013 job placement training. <u>Ticket to Work Training was provided to Job Placement staff oin August 2013</u>
1D3: Reevaluate and refine process and requirements for payment for services related to benefits planning.	Dave Matheis Pat Selch Donna Osburn	Ongoing	Completed, ongoing review <u>Benefits planning fee stayed in effect after the WIPAs restarted in August of 2013; fee still being utilized by counselors</u> <u>2015- BA FFS continues to be used</u>
1D4: Facilitate the use of the Partnership Plus program with Employment Networks to provide on-going support of employment after case closure.	Donna Osburn Teresa Brandenburg Jane Smith	Ongoing	Plans in place to support staff to attend 2013 SERNA at which MAXIMUS has been invited to present <u>2015- Piloting partnership plus for SGA project found to be inappropriate but will suggest a pilot project with partnership plus to promote the transition to ENs after case closure</u> <u>Continue to work with</u>

			<u>Maximus contact for ideas and support for partnership plus</u>
1D5: Encourage employers to become Employment Networks.	Julie Wade Dave Matheis Donna Osburn	Ongoing	
1D6: Establish relationships with the local SS offices.	Branch Managers	Ongoing	
1D7: Develop collaborative model between BINS, CWICs and BHDIDD.	PPD Donna Osburn Teresa Brandenburg	2014	2014- BHDID staff member sits on OVR Benefits Analysis Team 2014- BINS no longer in use Benefits Analysis SFM limited to CWICs
1D8: Explore procurement of Online Benefits Planning System	PPD Donna Osburn Mindy Yates	2013	Completed and determined to NOT be cost effective
<u>1D9-Plan and conduct SGA Project</u>	<u>Dave Matheis</u> <u>Kellie Scott</u>	2015	<u>Intervention strategies have been designed. Awaiting treatment office selection to plan staff training, and hire additional staff. Staff hired and offices selected; Kickoff on project on May 1st.</u> Project goals are on target as of 10/1/15

Objective 1E: Improve services to emerging disability groups.

Measure: *5% increase in three years of the rehabilitation rate of persons in targeted populations.*

ELT Sponsor: Jane Smith

Strategy/Task	Staff	Estimated Time Frame	Progress
1E1: Develop and implement updated training to give guidance and ensure consistency in cases involving ex-offenders and those with substance abuse impairments.	Barb Pugh Julie Wade PPD	2014	<p>August 2013- Sessions related to this activity at job placement training</p> <p>March 2013 Assistants Training.</p> <p>2012 Mentor Training.</p> <p>Summer 2013- Regional Training</p> <p>2014- Substance Abuse Policies reviewed</p> <p><u>Met with new staff and trained one on one on working with ex-offenders, reading background checks, and working with individuals with substance abuse-ongoing</u></p> <p><u>Develop a pilot project to provide information and referral of those in recovery from substance abuse to Career Centers in conjunction with partners at the centers</u></p>
1E2: Explore data for trends with identified populations, success rates, best practices, patterns that may exist when serving the population, number of referrals and other specific issues related to Autism, elderly, Veterans, ex-offenders,	PPD University of Kentucky Graduate Program in Rehabilitation Counseling Center staff	2014	<p>February 2013 An autism team established</p> <p>2014- Autism team submitted recommendations to Leadership</p> <p>2014-ODEP's Vision Quest providing TA</p> <p><u>2014- Issued RFP and made</u></p>

substance abuse and transition age individuals.			funding selections for Establishment Projects
1E3: Continue to expand the IPS model throughout the state providing SE services to persons with Mental Illness.	Teresa Brandenburg	2014	Ongoing
1E4: Enhance partnership with Kentucky Department of Corrections and DBHDID to conduct trainings or meetings clarifying the role of each agency in working with ex-offenders.	Julie Wade Teresa Brandenburg Jane Smith	2014	Julie Wade sits on the governors Reentry Task Force
1E5: Analyze the impact of changes to Eligibility Worksheet related to access to VR services for all eligibility groups.	Program Planning and Development	Annually	Completed 2012

Objective1F: Increase access to vocational rehabilitation services to individuals from ethnic minorities.

Measure: Maintain percentage of ethnic minorities among all consumers at above 15%; increase number of Hispanic consumers by 10%.

ELT Sponsor: Holly Hendricks

Strategy/Task	Staff	Estimated Time Frame	Progress
1F1: Identify successful methods of outreach and service to ethnic minority	Branch Managers	On-going	A training to enhance services to immigrants and other minorities conducted in March

communities and replicate where needed.			2013.
1F2: Facilitate adequate communication with non-English speaking applicants and consumers through use of third-party translation and interpretation services.	ELT, Pat Selch	Ongoing	Vendor agreements have been developed and are maintained. Webpage was created to facilitate the use of these vendors. 2014-Updated forms, and resources are translated 2014- What to Expect video script is translated.
1F3: Complete the Migrant Farmworkers with Disabilities Employment Program (MDEP) grant.	Erin Hopper	2013	Completed

Objective 1G: Meet or exceed performance on standards and indicators as mandated by the federal government

Measure: *All standards and indicators are met or exceeded.*

ELT Sponsor: Jane Smith

Strategy/Task	Staff	Estimated Time Frame	Progress
1G1: Develop Personnel Plan to analyze dissemination of staff with regard to strategic factors related to increasing the ability of staff to attain standards & indicators.	Holly Hendricks Jane Smith Kellie Scott	2014	<u>Not completed</u>

1G2: Analyze progress regarding standards & indicators to determine trends, discrepancies and deficiencies in the data.	Kellie Scott	2013	Kellie Scott conducts an annual PEO report
1G3: Update Online Standards and Indicators Training.	Kellie Scott Susie Edwards	2015	<u>Completed 2013</u>
1G4: Review employee outcome expectations to align best practices, and quality services with outcomes.	Holly Hendricks Jane Smith Quality Team	2014	A grant has been awarded to include technical assistance from ICI, and the 7-member Quality team established. <u>Quality standards were introduced into counselor performance plans in January 2014</u>

Objective 1H: Expand, enhance, and improve services to transition age consumers between the ages of 18 & 25.

Measure: Increase in Transition providers; 2% annual increase in the percentage of transition consumers.

ELT Sponsor: Jane Smith

Strategy/Task	Staff	Estimated Time Frame	Progress
1H1: Evaluate current transition program practices and CBWTP to determine trends, needs, strengths, effectiveness, challenges and potential best practices.	Jane Smith Vickey Reilly Barb Pugh HDI	2013 & 2015	Since 2012, an OVR representative sits on the CDECCR advisory panel and the accountability board. 2012-Program changes implemented. 2013, 20 schools audited/ evaluated, completing the cycle of all programs participating have been reviewed.

			<p>2013, Transition Opportunity Pilot Program began in Washington Co & Jefferson Co (one urban, one rural) –purpose to create job experiences for consumers prior to exiting high school.</p> <p>April 2014, DBHDID transition grant participation, looking into the IPS model for youth.</p> <p>May 2014, TACE transition grant began, VisionQuest, looking into transition needs in KY.</p> <p>January 2014- PepNet2 grant to enhance transition services to the Deaf and HOH consumers.</p> <p>2015-Project SEARCH</p> <p>Beginning in October 2015, OVR will collaborate with OFB, the Kentucky Career Centers, Kentuckiana Works, EKCEP, and KCTCS schools in Louisville and Eastern Kentucky on a Career Pathway’s grant funded by the Rehabilitation Services Administration. Project CASE will identify and recruit potential eligible consumers, especially those leaving secondary schools, to pursue career pathways in Information Technology, Manufacturing/Industrial Technology, and Healthcare/Nursing/Allied Health and provide supports in their success.</p>
1H2: Review current	Jane Smith	2014	A grant has been awarded to include technical

caseload performance expectations to ensure fair outcome expectations for transition caseloads.	Holly Hendricks Branch Managers		assistance from ICI, and the 7-member Quality team established. <u>On hold</u>
1H3: Increase collaboration with secondary schools to transition appropriate assistive technology to post-school environment.	Vickey Reilly Carol Weber Human Development Institute	2014	<u>Ongoing training to staff via SETS and annual Assistive Technology Training</u>
1H4: Provide transition training to school personnel, OVR staff, parents, and students.	CDPVTC Vickey Reilly HDI	2013	<p>Training conducted in December 2012 of secondary school personnel Training scheduled for spring 2013 for Branch Managers on changes.</p> <div> <p><u>Fall 2013, Fall 2014, CBWTP annual trainings. 2013-12 sites across the state, 2014-10 sites, plus 2 make up; 2015 – 9 sites currently planned for Fall.</u></p> <p><u>May, 2014, Parent/Professional Mini-Conference training/ presentation on OVR services to youth.</u></p> <p><u>June, 2014, Leadership training on RSA Technical Assistance Circular.</u></p> <p><u>July, 2014 Washington County staff presentation.</u></p> </div>

			August, 2014, Jefferson County staff training. September, 2014, presentation to State Advisory Panel for Exceptional Children. October, 2014, KY Interagency Transition Council training on OVR. November, 2014, Cross training event, Opportunity Youth Summit, for Career Center partners. Summer 2014, Protection & Advocacy transition training. Spring 2015, Parent Presentation at Kentucky Autism Training Center.
IH5: Explore feasibility and necessity of counselor intervention and outreach earlier in the student's educational program.	Program Planning & Development Jane Smith Vickey Reilly	2014	Summer 2014- TAC from RSA received and reviewed
IH6: Evaluate and enhance services to students not requiring Community Based Work Transition services.	Vickey Reilly Program Planning and Development	2014	New employees are provided an applicable training at SET training June 2014 KDE's CCR group received tentative approval from Commissioner for CBWTP to be a part of their curriculum model for the 1%. 2015-16 school year, schools participating in CBWTP

			<p><u>may receive a point for participation, awaiting final approval & roll out. CBWTP will adjust accordingly if needed.</u></p> <p><u>January, 2014, OVR participates in PetNet2 Deaf & Hard of Hearing Capacity Building grant project, focusing on successful transition model of students with hearing impairments. Monthly meetings and annual national meetings. Fall transition breakout presentation to Exceptional Children's Conference. Project will end 2016.</u></p> <p><u>Winter, 2014 WIOA High School Outreach team pilots in 20 areas linking Career Centers with KDE's students Individual Learning Plans, OVR students participating allowing job coaches access to vocational assessments and business partners.</u></p> <p><u>March, 2014, OVR Autism team provided list of recommendations to Executive Leadership to enhance services to persons with autism.</u></p> <p><u>Spring, 2014, VisionQuest grant for seamless transition model team developed.</u></p> <p><u>April, 2014, SAMHSA grant team developed, partnering with Behavioral Health dept, looking at IPS model for youth with disabilities.</u></p> <p><u>Spring, 2014, implementation of Project Search site pilot project in Boone County school district.</u></p>
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			<p><u>10 students participate in Fall, 2014.</u></p> <p><u>Fall, 2014, formulation of OVR Transition Team and Title 1 Youth Quality Criteria Team to begin discussions on WIOA. Monthly meetings begin.</u></p> <p><u>Fall, 2014, partnering with Behavioral Health, Healthy Transition grant begins for youth with mental health concerns.</u></p> <p><u>Spring 2015, OVR and Kenton County schools partner (via SFM) with Redwood to provide skills enhancement transition services to students.</u></p> <p><u>Spring 2015, cross training and rollout of CCR accountability model to pilot sites.</u></p> <p><u>Spring 2015, leadership presentation on PETS allowable expenses, implementing timesheet changes.</u></p> <p><u>Spring, 2015, first graduation of Boone County's Project Search students.</u></p> <p><u>Fall 2015, pilot sites in 4 areas across the state (Spencer County, Christian, Campbell, Shelby) will begin. Each site will have a CBWTP and technical assistance and cross training will be provided to OVR and KDE staff.</u></p>
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			<u>Ongoing training to staff via SETS and annual Assistive Technology Training.</u>
			<u>Training scheduled for spring 2013 for Branch Managers on changes. Training conducted in December 2012 of secondary school personnel</u>
			<u>Fall 2013, Fall 2014, CBWTP annual trainings. 2013-12 sites across the state, 2014-10 sites, plus 2 make up; 2015 – 9 sites currently planned for Fall.</u>
			<u>May, 2014, Parent/Professional Mini-Conference training/ presentation on OVR services to youth.</u>
			<u>June, 2014, Leadership training on RSA Technical Assistance Circular.</u>
			KDE's CCR group received tentative approval from the Commissioner for CBWTP to be a part of their curriculum for the 1% 2015-2016 school year, schools participating in CBWTP may receive a point for participation, awaiting final approval and roll out. CBWTP will adjust accordingly if needed.
			<u>July, 2014 Washington County staff presentation.</u>
			<u>August, 2014, Jefferson County staff training.</u>
			<u>September, 2014, presentation to State Advisory Panel for Exceptional Children.</u>

			October, 2014, KY Interagency Transition Council training on OVR. November, 2014, Cross training event, Opportunity Youth Summit, for Career Center partners. Summer 2014, Protection & Advocacy transition training. Spring 2015, Parent Presentation at Kentucky Autism Training Center.
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Objective 1I: Expand, enhance, and improve Rehabilitation and Assistive Technology services to OVR consumers.

Measure:

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
1I1: Increase professional awareness of new assistive technology best practices through trainings and presentations to appropriate groups.	Carol Weber	2013	AT summer workshops are held each year. Additionally, RT staff have presented at the National AgrAbility Training Workshop and the National and Regional ADED Conferences
1I2: Increased collaboration between the KATS program, its satellite organizations and OVR	Dave Matheis Carol Weber Barb Pugh	2013	July 2013 – KATS and OVR developed collaborative project to purchase equipment for rehab tech staff to demonstrate

			<u>at colleges and universities;</u> <u>August 2013 - equipment</u> <u>purchased for KATS Network</u> <u>ATRC at Perkins Center; staff</u> <u>being hired.</u>
1I3: Expand Assistive Technology services to emerging populations	Carol Weber Program Planning & Development	Ongoing	April 2014 -Project CARAT completed its second year. During the second year of the grant, Project CARAT served 100 people in 22 counties – 13 Appalachian counties. Project CARAT is also working with agencies in western Kentucky to develop similar services. 2014- <u>SHARP implemented;</u> <u>May 2015 CARAT grant ended, continuing through KATS network, developing sites in Louisville and Paducah</u>
1I4Maintain training of AT staff to ensure up to date knowledge of emerging AT techniques and technology.	Carol Weber Buddy Hoskinson	Ongoing	AT summer workshops are planned and carried out each year. AT staff are required to attend.

Goal 2: To promote inclusion, integration and empowerment of individuals with most significant and significant disabilities.

Objective 2A: Promote advocacy for improved services for individuals with most significant disabilities.

Measure: New advocacy initiatives developed and implemented.

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
2A1: Advocate for more long-term support money for Supported Employment from the state and federal governments, collaborating with APSE, KRA, DD Council, BHDIDD, etc.	Program Planning & Development Buddy Hoskinson Jason Jones SCVR	Ongoing	Collaborated with BHDID to braid funding through waivers 2012- MOA with BHDID signed
2A2: Train SCVR members on how to advocate and communicate with legislators.	Dave Matheis Protection and Advocacy	Annually	December 2013 Training was provided to SCVR and SILC at joint meeting December 2014 Presentation to SCVR and SILC on Take Your Legislator to Work and on Legislative initiatives
2A3: Recruit VR consumers (and their advocates and family members) to advocate for sufficient health care coverage, long term support for Supported Employment, and increased public transportation	Dave Matheis IL Centers SCVR	Ongoing	Ongoing at CILs. OVR posts information on the OVR Facebook page. Advocacy training was provided to transition students.

assistance.			
2A4: Increase utilization Higher Education Opportunity Act.	Vickey Reilly Jason Jones Human Development Institute	2014	2014-SHEP pilot completed 2013-HDI completed a 1 page paper for review by ELT. 2013-CBWTP job coaches received overview of SHEP during training. 2014-Comprehensive Transition Program policy implemented
2A5: Expand access to transportation resources.	Pat Selch Dave Matheis Jason Jones SILC	2014	SILC has established a transportation committee and is an advisory group to the car IDA program. Car IDA implemented through the IL Network. CBWT program updated the program manual to include more information about transportation resources.
2A6: Assist in the development of Asset Development resources for persons with disabilities and coordinate these resources with OVR services.	Dave Matheis Buddy Hoskinson	2013	2012-2014 Asset Development Summits conducted in Louisville, Bowling Green Owensboro, Ashland. Developed a web page. Conducted Asset Development training of branch managers and select staff 10/2012. Implementing car IDA with Kenucky Domestic Violence Association (KDVA) through

			<p>IL Network and social security reimbursements. An Asset Development pilot project initiated for 2 District offices.</p> <p><u>OVR has been in touch with federal Consumer Financial Protection Bureau about possible collaborative projects.</u></p> <p>2014- Developing financial resources directory for SGA Project</p> <p>2014- Developing SFM for Aprisen financial services.</p> <p><u>2015-Financial Resource Directory completed, online asset development training done for SGA employment coordinators, 4th Asset Development Summit in Northern Kentucky in May 2015</u></p>
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Objective 2B: Promote self-advocacy for persons with disabilities.

Measurement: New self-advocacy programs developed and implemented.

ELT Sponsor: Jason Jones

Strategy/Task	Staff	Estimated Time Frame	Progress
2B1: Develop materials incorporating self-advocacy and empowerment during the	Julie Wade Jason Jones	2015	New job placement brochures and PACE/OJT materials were created

job search process in the job placement program.			
2B2: Seek out collaborations with other entities to provide advocacy training in a cost effective manner.	Jason Jones Dave Matheis	2013	Yearly in January-Collaborated with 874k event. August 2012-CBWT program provided a break out session on self-advocacy. Continue to collaborate with 874K event
2B3: “The Next Step”: Develop interactive informational resource regarding post-VR services and distribute using social media, the agency website and smartphone apps.	Jason Jones Dave Matheis Nanci Soard	2015	2014- “Post Employment” resource in development for SGA Project The Cabinet is working on a social media strategy for all of workforce-ongoing

Objective 2C: Increase access to Independent Living services for Kentuckians with disabilities.

Measure: Increase in the number of individuals served as identified on the RSA 704 report.

ELT Sponsor: David Beach

Strategy/Task	Staff	Estimated Time Frame	Progress
2C1: Increase collaboration between Statewide Council for Vocational Rehabilitation (SCVR) and Statewide Independent Living Council (SILC).	Dave Matheis Germaine O’Connell	Ongoing	Annual joint meetings of the two councils are conducted
2C2: Increase collaboration between Independent Living Centers and Branch Offices by	Branch Managers	Annual On-going	In 2013, IL staff presented at staff meetings in Lexington and Bluegrass districts.

inviting CIL staff to at least one annual district meeting.			
2C3: Foster a constructive statewide network of independent living centers.	Dave Matheis	On-going	Quarterly CIL directors meetings are conducted. CyberCIL launched Car IDA implemented Provide ongoing TA to CILs FFY 2014-2015 Regional Asset Development Summits CyberCil has been discontinued for the time being
2C4: Provide fiscal training and technical assistance to IL Center directors.	Mindy Yates, Dave Matheis	On-going	Linda Grubbs and Dave Matheis provide annual monitoring visits Quarterly meetings conducted
2C5: Provide new member orientation training on the roles and responsibilities of the SILC and SILC members.	Dave Matheis Germaine O'Connell	Annually	Training related to this activity is provided to new SILC members yearly by the SILC Coordinator

Goal 3: To achieve productive and collaborative relationships with public and private entities.

Objective 3A: Continue to develop and implement a dual-customer plan to develop relationships with businesses to create employment opportunities for KYOVR consumers.

Measure: 5% annual increase in number of recorded employer relationships in CMS.

ELT Sponsor: Jason Jones

Strategy/Task	Staff	Estimated Time Frame	Progress
3A1: Respond to the needs of employers and employees by coordinating Rapid Response.	Julie Wade Branch Managers	Ongoing	
3A2: Develop an educational product for business leaders, One Stop Providers and employers on attitudinal and physical barriers.	Jason Jones Program Planning and Development	2014	2014- Curriculum developed; <u>Completed and being presented upon request</u>
3A3: Development of a Statewide Business Advisory group.	Jason Jones Dave Matheis Julie Wade	2013	<u>July 2013 – SCVR Committee met on prospects for KYBLN;</u> SCVR Committee recommends reinstatement of KYBLN
3A4: Develop relationship with Office of Federal Contract Compliance Programs (OFCCP).	Julie Wade	2013	<u>OVR collaborated with OFB and OET on Employment Conference in March 2015</u> <u>Julie has established a relationship with OFCCP and has had Carmen Rendon from OFCCP speak at many agency events.</u> Database of employers has been established as a result of the employer conference
3A5: Analyze agency resource/policy needs related to OFCCP regulatory changes.	Julie Wade Program Planning and Development	2013	2013 and ongoing- OVR partners with Coalition for Workforce Diversity 2014- Julie Wade trains on TAP at leadership meeting
3A6: Support the Southeast	Julie Wade	Ongoing	

Employment Team.			
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Objective 3B: Partner with One-Stops to increase comprehensive services to persons with disabilities.

Measure: Increased report of satisfaction with Kentucky Career Center services by KYOVR Counselors.

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
3B1: Evaluate the One-Stop partnership, on both the local and state level, to analyze strengths, trends, discrepancies, deficiencies and to determine the possible need for improved local Career Center communication and decision making, accessibility, training, and process improvement. Seek consumer input, qualitative and quantitative, related to One-Stop services to ensure appropriate access to Career Center services.	Buddy Hoskinson Mindy Yates	2014	<u>May 2015-Hiring 3 regional administrators to better facilitate communication with career centers</u>
3B2: Support efforts of Kentucky Workforce Investment Board Strategic Plan related to partnering with Career Center partners within applicable state and federal law/regulation.	Buddy Hoskinson	Ongoing	

3B3: Conduct periodic disability awareness training at the One-Stops.	Jason Jones Branch Managers	2013	<u>No progress-available but not requested</u>
3B4: Assist Career Centers in maximizing physical and programmatic accessibility for persons with disabilities to shared Center resources.	Carol Weber Assistive Technology Staff Branch Managers	2013	RT staff developed a plan for statewide implementation of accessible computers. One Career Center made the purchase of several recommended items to improve their accessibility. RT staff performed accessibility surveys, as requested, in several career centers.
3B5: Seek opportunities for co-training with Workforce partners regarding placement strategies for individuals with shared special populations (migrant, substance abuse, criminal background).	Jane Smith Susie Edwards	2014	<u>We did the Workforce Academy Training and Partner for Success Training and all of these sessions would have touched on these topics. It would not have been a detailed training, but it was a start.</u>
3B6: Ensure consumer access to the talent pipeline approach to workforce development as defined in the KWIB.	Jane Smith	2013	<u>Ongoing and continues to be accomplished through various cabinet initiatives</u>

Objective 3C: Develop and enhance relationships with disability advocacy groups and professional associations on a regional, state and national level.

Measure: Increased participation in disability groups, organizations and associations.

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
3C1: Analyze current status of relationships with disability groups, task forces, and professional groups. Survey staff to determine relationships with these groups on a state and national level. Identify gaps in relationships.	Program Planning and Development	2013	2014- Survey was conducted in preparation for RSA monitoring
3C2: Continue support to 874K Coalition.	SCVR Dave Matheis	Annually	<u>2013 – OVR again provided interpreters to event and helped assemble participant materials; Germaine O’Connell, SILC staff, represents OVR and SILC at planning meetings. Same thing in 2014</u>
3C3: Foster new relationships with relevant disability organizations, groups and professional associations.	Dave Matheis Buddy Hoskinson Jason Jones	Ongoing	<u>2013 continuing to develop a working relationship with Kentucky Domestic Violence Association on asset development; Employment First Team has strengthened collaborations with numerous partners; 2014-Establish a relationship with the Office of Autism</u>
3C4: Allow staff the opportunity to participate in professional organizations	CDPVT Jane Smith	Ongoing	Staff are supported to attend annual KRA conference. Payroll deductions for KRA

related to the field of Vocational Rehabilitation.			dues are available.
3C5: Identify and develop relationships with relevant workforce organizations.	Buddy Hoskinson CDPVTCTC	Ongoing	<u>Agency staff have memberships in Chambers of Commerce, Rotary, Kiwanas,</u>
3C6: Maintain membership in the Council for State Administrators of Vocational Rehabilitation (CSAVR).	Buddy Hoskinson	Annual	Continues

Objective 3D: Develop and enhance relationships with service providers and referral sources

Measure: Increased in service provider outcomes and referral sources.

ELT Sponsor: Holly Hendricks

Strategy/Task	Staff	Estimated Time Frame	Progress
3D1: Review payment processes and fee schedules to determine fair compensation and outcome expectations for service providers.	Pat Selch CDPVTCTC	2015	Review is ongoing
3D2: Evaluate and enhance current relationship with state and federal Probation and Parole.	Julie Wade Holly Hendricks	Ongoing	

3D3: Evaluate and enhance relationships with state universities and post-secondary training providers.	Pat Selch Program Planning and Development	2014	<u>Ongoing</u>
3D4: Increase partnership opportunities with CRP staff through training opportunities and policy input.	Teresa Brandenburg	2013	8 CRP representatives are enrolled to attend an OVR training in 03/2013 to increase access to services for immigrants.
3D5: Develop training for CRPs outlining quality expectations and compliance with reporting requirement and VR policy and procedures.	Teresa Brandenburg Mindy Yates	2014	Each CRP has a consultant that provides Technical Assistance and is a liason between OVR and the CRP
3D6: Work with CRP staff to maximize programmatic and physical access to persons with disabilities.	Teresa Brandenburg Jason Jones	Ongoing	Staff will provide ongoing training to make sure this occurs
3D7: Analyze gaps in relationships related to other rehabilitation providers such as rehabilitation hospitals, VA Vocational Rehabilitation, drug and alcohol treatment centers, etc.	CDPVTC Program Planning and Development	2015	2014 Comprehensive Needs Assessment conducted <u>2015 VA representatives made presentation at agency leadership meeting.</u>

Goal 4: To effectively utilize all available human and fiscal resources in an efficient manner.

Objective 4A: Increase efficiency and effectiveness of agency staff.

Measure: *10% reduction in average time period case is open. 2% annual increase in consumers indicating they are receiving services in a timely manner in the annual consumer satisfaction survey.*

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
4A1: Development of professional training program for assistants.	Susie Edwards Kathy Long	2014	Completed- A bi-annual assistants training is conducted
4A2: Assess and analyze caseload information to determine appropriate caseload thresholds. Survey staff views and opinions of caseload size.	PPD Holly Hendricks	2015	Staff was trained on effective caseload management and as a result, caseloads were reduced
4A3: In an effort to reduce counselor caseload size, convert non-counseling positions to counseling positions as appropriate.	Jane Smith Holly Hendricks	2015	Counselor to assistant ratio has been reduced
4A4: Continue to monitor and train counselors on caseload management techniques.	Holly Hendricks	2013	<u>Spring 2014-OVR managers, counselors, and assistants were trained on effective case management techniques and given refreshers on eligibility and IPE development</u>
4A5: Train agency staff on crisis management techniques and risk management. Susie Edwards.	Susie Edwards	2014	<u>We did the training in ALEAP II with upcoming leadership and it was scheduled for the last leadership meeting, but had</u>

			<u>to be cancelled due to other issues that took precedence. Hoping to do this at our next meeting.</u> <u>CDPVTC training scheduled for week of June 15, 2015</u>
4A6: Develop training for counselors related to promoting partnerships with other organizations and agencies such as Drug Court, Comprehensive Mental Health Centers, Day Treatment programs, Probation and Parole, etc. to utilize comparable benefit and existing information, and to foster a teamwork approach in order to maximize success.	Branch Managers Susie Edwards	2014	2014-2015-Offer a regional training on this 2014-2015 <u>2014-2015-Offer a regional training on this 2014-2015</u> <u>We did some of this through partner for success back a couple of years ago, but have not really addressed it more than that.</u>

Objective 4B: Increase fiscal efficiencies and agency revenue.

Measure: *2% annual increase in agency revenues outside of basic vocational rehabilitation funding;0% increase in costs annually .*

ELT Sponsor: Mindy Yates

Strategy/Task	Staff	Estimated Time Frame	Progress
4B1: Analyze and streamline the agency's case work	<u>Kathy Long</u>	2014	<u>On hold pending new regs implementation</u>

processes.			
4B2: Review agency data and finance information to determine appropriate levels of Order of Selection.	Executive Leadership Team	Annual	2012 analysis was completed with the decision of no changes to order of selection for FY2013.
4B3: Evaluate the opportunity for cooperation, expand CBWTP, and maximize Social Security reimbursement.	Donna Osburn Vickey Reilly Jane Smith	2014	August 2012, Carolyn Wheeler (HDI) provided a statewide training on benefits to job coaches
4B4: Expand Ticket-to-Work Milestone payments for specific populations of consumers.	Donna Osburn	2013	Awaiting payment submitted 01/2012 <u>Received payment</u>
4B5: Conduct a comprehensive review of contracts, memorandums of agreement, memorandums of understanding, etc., for improved efficiency and possible cost-savings.	<u>Pat Selch</u> Linda Grubbs Kevin Wells	2014	<u>Ongoing</u>

Objective 4C: Maintain trained and qualified staff based on CSPD and other professional disciplines.

Measure: Training Plan developed. 10% annual increase in percentage of CSPD staff, HRD website launched, at least on new on-line training module developed annually.

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
4C1: Review most up-to-date	Susie Edwards	Annual	Annually (and more often as

training needs analysis, information from other team processes for possible training initiatives, evaluations from trainings.			needed) conducted by Susie Edwards
4C2: Provide training themes for the year to leadership and include in annual training plan.	Susie Edwards	Annual	Provided annually by Susie Edwards August 2014-Meeting with ELT and Susie
4C3: Collaborate with other rehab programs, agencies and universities on the use of training, including on-line training, which already exists.	PPD Susie Edwards	2013	OFB, KRA, Auburn, UK, HDI <u>We do this, but I don't know that I can put dates to it. We are currently working with HDI on the launch of an online program on Developmental Disabilities, have utilized online programs developed by TACE (when they existed they were free, but now we pay a small fee).</u>
4C4: Development of a paid internship program for students from MRC programs.	Susie Edwards	2013	01/2013- Paid internship program implemented <u>Completed</u>
4C5: Recruitment of qualified, well trained staff throughout the state.	Susie Edwards Jason Jones	2013	<u>We do this through our work with UK on internships, practicums and we had an intern from Auburn a year ago and currently have an MRC intern from University of Pittsburg in our Louisville</u>

Objective 4D: Increase staff diversity in terms of recruitment of ethnic minorities and people with disabilities to accurately reflect the various cultures present in KY.

Measure: Increase ethnic minority staff, veterans and persons with disabilities.

ELT Sponsor: Jason Jones

Strategy/Task	Staff	Estimated Time Frame	Progress
4D1: Review the number of students enrolled each semester and the number enrolling in the Graduate Program at UK plus provide opportunities for shadowing, job placement, and internship opportunities.	Jason Jones Susie Edwards Buddy Hoskinson	Ongoing	Review conducted annually. Opportunities for graduated students are provided on an ongoing basis, including paid internship opportunity available since 01/2013
4D2: Market employment with state government and vocational rehabilitation services to individuals from ethnic minorities and individuals with disabilities.	Jason Jones Buddy Hoskinson	Ongoing	
4D3: Enhance internal OVR leadership program to promote the development of skills in preparation for anticipated future leadership needs.	Susie Edwards	2013	ALEAP I- 2013 ALEAP II- 2014 2014-Supervisor Institute with OFB <u>ALEAP II-March 2015 completed</u>

Objective 4E: Maintain and maximize agency utilization of physically plant facilities and assets

Measure: Assessment is completed and recommendations are followed.

ELT Sponsor: Barb Pugh

Strategy/Task	Staff	Estimated Time Frame	Progress
4E1: Assess and improve CDPVTC physical plant to ensure adequate compliance with safety regulations, energy efficiency, ADA compliance and cost savings.	Barb Pugh	Ongoing	2013 Sanitary Sewage kitchen drain line replacement/lift station complete 2013 loading dock concrete replacement complete 2015 Mens/women dormitory restrooms remodel complete
4E2: Maintain adequate fleet of vehicles.	Barb Pugh Mindy Yates	Ongoing	Fleet ranges in age from 2003 to 2015. Mileage ranges from 825 to 250,798 miles.

Objective 4F: Expand and enhance technology to better address service delivery needs.

Measure: Assessment completed and recommendations are followed.

Strategy/Task	Staff	Estimated Time Frame	Progress
4F1: Explore best methods to remote access key business practices.	Kathy Long	2015	We are still in the exploration stage. At this time, we are waiting for information from the cabinet level on the team based case management system. We have been looking

			at the different technology options available currently and also considering the technology that will be coming in the near future. The goal for our Case Management System (CMS) to be updated. With these future updates, OVR's consumer cases become paperless files with all documents housed completely and securely in CMS.
4F2: Purchase necessary technology to best address service needs.	Kathy Long Barb Pugh	2013	2013 CDPVTC Smart Board and ipads added for classroom use

Goal 5: Improve the Customer Experience at All Agency Levels

Objective 5A: Meet or exceed consumer satisfaction rating of the previous year.

Measure: Increase overall consumer satisfaction 'very good' rating by 1% annually.

ELT Sponsor: Buddy Hoskinson

Strategy/Task	Staff	Estimated Time Frame	Progress
5A1: Review data from Consumer Satisfaction surveys for trends, discrepancies, and deficiencies and provide report with specific recommendations for improvement with timeframes to leadership with action.	PPD Branch Tim Barber	3 months after survey final report developed	Consumer satisfaction survey report is reviewed by ELT annually
5A2: Assess the customer experience on both a qualitative and quantitative level.	PPD Tim Barber	Annual	Immediate feedback tool developed <u>District level consumer satisfaction surveys implemented January 2015</u> <u>CDPVTC customer satisfaction measured semi-annually</u> Immediate feedback tool developed
5A3: Review and alter the agency Consumer Satisfaction Survey to better measure the consumer's ability to participate in the rehabilitation	PPD	2013	<u>On-going</u>

process.			
5A4: Provide training to staff on customer service with an emphasis on improving the customer experience.	Jason Jones Barb Pugh	2013	<u>CDPVTC staff members have completed an on-line training program on Customer Service provided through GSC. (July 2015)</u> <u>Provide customer service training and disability awareness training to all staff at the career centers (2015-2016)</u>
5A5: Incentivize counselors to work with individuals with the most significant disabilities.	Jane Smith PPD Holly Hendricks	2014	2014 <u>Quality</u> Expectations implemented on CPE Bonus payments for SS reimbursements, <u>Ongoing</u>
5A6: Assess staff attitudes related to customer service and people with disabilities.	PPD	2013	<u>Consumer engagement met in 2013-2014 and made recommendations to ELT</u>
5A7: Collaborate with CRPs and other vendors to ensure consistent customer service expectations.	Teresa Brandenburg Buddy Hoskinson	2013	Each CRP has an assigned consultant work with them one on one to provide technical assistance and be a liason between the CRP and OVR as needed
5A8: Explore expanded service hours in Career Centers.	Jane Smith	2015	Ongoing
5A9: Review practices related to expedite the initiation of services.	Jane Smith	2015	Ongoing
5A10: Assess processes to ensure efficient speed of	Jane Smith PPD	2014	SGA Project includes strategies to expedite service delivery

service.			
5A11: Analyze staffing levels and develop methodology for staff dispersion.	PPD Holly Hendricks	2013	<u>March 2015-Madisonville, Paducah districts combined to improve efficiency</u>
5A12: Develop strategies to minimize the impact of vacant caseloads on services to consumers.	Holly Hendricks	Ongoing	We have trained staff/managers on the importance of notifying consumers when a vacancy occurs. This is ongoing and will continue.

Objective 5B: Improve and enhance understanding of and access to vocational rehabilitation services for persons with the most significant disabilities.

Measure: 2% annual increase in percentage of consumers indicating satisfactory programmatic and physical access to OVR services.

ELT Sponsor: Barb Pugh

Strategy/Task	Staff	Estimated Time Frame	Progress
5B1: Educate others regarding VR services and eligibility including legislators, consumers and consumer advocacy groups at a minimum of ten (10) events annually.	PPD Barb Pugh SCVR Jason Jones	Annual	No current update Stand Up for a Brighter Tomorrow 2013 UK Transition Fair 2013 November 2013 MSU transition fair Stand Up for a Brighter Tomorrow 2014 May 2014 Kentucky Educational Development Corporation UK Transition Fair 2014 Jan 2015 Paintsville Rotary Stand Up for a Brighter Tomorrow 2015
5B2: Establish team to develop methods to enhance consumer investment in the VR process.	Barb Pugh Jane Smith	2015	Consumer Engagement Team was established in 2013. Ongoing. Recommendations made in 2014-District satisfaction survey implemented 2015
5B3: Ensure physical access of all OVR facilities and Career	Rehabilitation Technology Branch (Assessment)	Annual	Accessibility Surveys performed, when requested,

Centers by conducting accessibility evaluation of each office and recommending changes to meet accessibility requirements.	Executive Leadership Team Branch Managers		for: Murray, Paducah, Madisonville, Ashland, Covington Career Centers <u>Ongoing</u>
5B4: Ensure programmatic access to OVR programs by evaluating barriers to OVR services.	PPD	2014	Client Engagement Team exploring new consumer satisfaction assessments <u>Satisfaction assessment implemented 2015</u>

Objective 5C: Explore available technology options to improve portability of OVR staff, increase efficiency, facilitate better counselor access to consumers with various communication preferences, and communicate with other partners and stakeholders.

Measure: Exploration is complete and recommendations are followed.

ELT Sponsor: David Beach

Strategy/Task	Staff	Estimated Time Frame	Progress
5C1: Explore the use of alternative forms of communicating with consumers, such as webcams, text to PC, etc.	Carol Weber <u>Kathy Long</u> CDPVTC	2014	2014- Texting to consumers policy implemented. Ipad with Skype/Facetime have been used to bring in experts to aid in rehab tech assessments (such as driver rehab expert assistance)
5C2: Train counselors on appropriate use of technology	Susie Edwards	2014	2012- Statewide Conference "Ethics in Social Media"

in the counseling process			session 2014- Training slideshow on texting consumers distributed statewide
5C3: Utilize emerging social networking options to interface with consumers.	PPD CDPVT Jason Jones	2013	<u>OVR now has 5 Facebook sites</u> – OVR, SILC, Project CARAT, CATS, CDP; <u>Maintained all</u>
5C4: Maximize the use of technology to improve access and communication to consumers.	PPD	2014	<u>OVR now uses e-mail blasts</u> <u>when seeking consumer</u> <u>feedback</u> 2014, Implemented SMS Messaging policy <u>2014-make a video with use</u> <u>with consumers when they</u> <u>apply for services</u>